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**SUPPLEMENTAL INFORMATION DISCLOSURE
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Application Number:	09/420,912
Filing Date:	October 20, 1999
First Named Inventor:	Jon A. Ford
Art Unit:	3623
Examiner Name:	Eric T. Shaffer
Attorney Docket No.:	Ford 1

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U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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MBH	AS	"DEFINITY [®] , Enterprise Communications Server Release 6, Call Vectoring/Expert Agent Selection (EAS) Guide," Lucent Technologies, Bell Labs Innovations.	
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Examiner Signature	Michael C. Heer	Date Considered	4-22-05.
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